

## **USPS Report on PRC Rate and Service Inquiries for December 2016**

The Postal Regulatory Commission referred 25 inquiries to the Postal Service in December 2016. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 22— i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 2 — i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 1 — i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **The Top 10 Things You Should Know About the U.S. Postal Service**

10. Nearly 6,000 mail carriers are attacked by dogs each year. All attacks are preventable. It's a serious problem the Postal Service addresses every day and customers are asked to restrain their pets when carriers are on their delivery routes. While the Postal Service routinely promotes safety tips to avoid dog attacks, one week a year is dedicated to promoting education and public safety during the annual National Dog Bite Awareness Week in May.

9. The Postal Service has the country's largest retail network — larger than McDonald's, Starbucks and Walmart combined, domestically

8. Through the Carrier Alert Program, Postal Service letter carriers help monitor the well-being of elderly and disabled customers. If carriers notice an accumulation of mail that might indicate an accident or illness, they notify emergency personnel. In addition, each year postal employees go beyond the call of duty, some even risking their own safety to save the lives of the customers they serve. In 2015, the Postal Service recognized 318 employee heroes for going above and beyond.

7. The Postal Service processes and delivers nearly half of the world's mail — 47 percent.

6. The Postal Service embraces the heroic service of the United States' armed forces. More than 113,000 veterans are employed with the organization, and more than 140 stamps have been issued that reflect the nation's military history, including the current Medal of Honor series. (As of Jan 2015)

5. The Postal Service is the only organization in the country that has the resources, network infrastructure and logistical capability to regularly deliver to every residential and business address in the nation.

4. The Postal Service has more than 200,000 vehicles, one of the largest civilian fleets in the world. Part of this fleet is currently in the process of being replaced with next generation vehicles to incorporate the automotive industry's advances in ergonomics, safety features, fuel efficiency, low emissions and design flexibility.

3. The Postal Service can and does compete with the private sector — and it collaborates with it, too. UPS and FedEx pay the Postal Service to deliver hundreds of millions of their ground packages to residences, taking advantage of the Postal Service's expansive delivery network. The Postal Service pays UPS and FedEx for air transportation, taking advantage of their comprehensive air networks.

2. The U.S. Postal Service is the core of the \$1.4 trillion mailing industry in this country that employs more than 7.5 million people.

1. The Postal Service receives NO tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.